



American Consulate General, Chennai

May 18, 2006

Vacancy Notice

American Consulate General, Chennai, is seeking an individual for the position of Visa Clerk in Information unit of Consular section.

Applicants must apply on Form HR-01 (Application form for Employment) and specify the vacancy announcement number. Applications not completed on Form HR-01, or without reference to a specific vacancy number will not be considered. Only completed and signed forms will be considered. (Refer to application procedure below)

Only applicants who are selected for skills test/interview will be contacted.

ANNOUNCEMENT NUMBER: CHE-PSAP-2006-07

OPEN TO: Interested Candidates

POSITION: Visa Clerk
FSN-1415-06

NUMBER OF POSITIONS: One (MLA312014)

OPENING DATE: May 18, 2006

CLOSING DATE: June 1, 2006

WORK HOURS: Full-time; 40 hours/week

SALARY: **EFM/MOH/NOR:** Grade: FP-08*
Ordinarily Resident: Grade: FSN-06*

*Starting salary and grade will be determined on the basis of qualifications and experience, and/or salary history.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST BE RESIDING IN INDIA AND HAVE VALID WORK AND RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION. PLEASE ATTACH COPIES OF RELEVANT DOCUMENTATION. APPLICATIONS WITHOUT RELEVANT DOCUMENTATION WILL NOT BE CONSIDERED.

BASIC FUNCTION OF POSITION

Performs moderately responsible work pertaining to the Consular section Information unit. Reviews, researches and responds to over 25000 time sensitive electronic mails, fax inquiries annually, related to a variety of Non-Immigrant Visa (NIV) matters, including information as to basic requirements and procedures applicable to 50 classes of NIV visas.

Answers inquiries as to the status of pending applications. Retrieves case information from NIV and Fraud Prevention unit databases. Refers complex inquiries to the Senior Information unit Assistant or the American unit Chief for review when necessary.

Responds to over 50,000 telephonic inquiries annually from applicants, attorneys, congressional offices and government officials regarding visa application requirements and regulations. Mans the daily American Citizens grievance window, fielding the visa complaints of American citizens.

Maintains paper and computer files of U.S congressional inquiries and statistics on volume and type of inquiries received.

QUALIFICATIONS REQUIRED:

- a. Completion of University degree is required.
- b. Two years of office clerical work involving public contact is required.
- c. Advanced professional proficiency in English is required – level IV in speaking, level IV in reading, level III in writing.
- d. Advanced professional proficiency in two of the following languages is required: Tamil, Telugu, Malayalam or Urdu – level IV in speaking, level IV in reading and level III in writing.
- e. Knowledge of general principles of filing, general office procedures, and additional background in computer-based data management would be beneficial.
- f. Ability to work well with general public, exercising tact, discretion and good judgment in a high-pressure environment. Must be able to function honestly and effectively while responding to telephonic inquiries. Must have strong grasp of written American English. Must be able to read and comprehend complex rules and regulations and to convey them clearly and correctly.
- g. Must have good judgment in referring inquiries to higher authority when necessary despite pressure from customers. Ability to type and to learn complex consular software is essential.

SELECTION PROCESS

When equally qualified, Eligible Family Members (EFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidates address the required qualifications above, in their applications.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Eligible Family Members who currently hold a PIT/FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of that appointment.

TO APPLY

Interested applicants for this position should submit the following:

1. Application for Employment, Form HR-01, available on website
http://chennai.usconsulate.gov/job_opportunities.html
2. **OPTIONAL:** Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position listed above.

SUBMIT APPLICATION TO

American Consulate General
Attention: Ms. Kelly L. Buenrostro
Management Office
220 Anna Salai
Chennai 600 006

POINT OF CONTACT

Vijaya Mahesh
Telephone: 2811-2000
Fax: 2811 2022 /2811 2020

DEFINITIONS

1. EFM: US Citizen spouse or US citizen child as referred to in 6 FAM 111.3, paragraph R, (1) who is at least age 18, and who, in either case, is on the travel orders of a US citizen Foreign or Civil service employee or military service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad and under Chief of Mission authority.
2. Member of Household (MOH): Foreign born spouses, dependent children, unmarried partners of the same and opposite sex, parents, other relatives or adult children declared to the Chief of Mission who fall outside the Department's current legal and statutory definition of EFM.
3. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permit for employment in country.
4. Not-Ordinarily Resident (NOR): Typically NORs are US citizen EFMs and family members of FS, GS, and Military Personnel who are on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

All applications for the subject announcement must be received in the Management Office by close of business June 1, 2006.

An Equal Opportunity Employer